

Report to Health and Wellbeing Board

Subject:	The development of Telecare and Telehealth
Meeting Date:	3.7.14
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Presented by:	Anna Grainger
Paper for:	Approval

Context, including links to strategic objectives and/or strategic plans:

Meeting the health and wellbeing needs of the community.

Through the Better Care Fund, Rutland County Council (RCC) and the East Leicestershire and Rutland Clinical Commissioning Group (ELRCCG) have established a commitment to developing telecare and telehealth options for residents of the county. A funding allocation of £82,000 has been identified to support this work.

Telecare and telehealth provision supports the following Joint Rutland Health and Wellbeing Strategy priorities:

- Avoidance of Hospital Admissions
- Living Independently

It is anticipated that telecare and telehealth provision will also contribute to achieving the following performance metrics as outlined in the Better Care Fund:

- 12% reduction in permanent admissions to residential and nursing homes
- 20% increase by 2015 in proportion of over 65s still at home 91 days after discharge
- 2% reduction in delayed transfers of care per 100,000 population
- 2% reduction in avoidable admissions
- Reduce number of falls by 7%

Some initial scoping and investigation work has been undertaken by officers of the Council and a draft approach has been formulated. Officers have undertaken visits to other local authorities e.g Northamptonshire, Nottingham and Leicestershire to look at the provision in those areas and to assist in formulating a solution for Rutland.

In the meantime the Supporting Independence Team (Occupational Therapy) has been using selected pieces of telecare equipment as part of their core business approach to supporting people in the community and managing carer anxiety. The trials of equipment such as the just checking system and low level (low tech) options such as clocks and whiteboards has been very successful). This has been funded from the core equipment budget which has necessarily limited the scope.

As a result of this work it is proposed that a service be commissioned for Rutland

(initially for one year) to provide a technological response to promoting and supporting independence in the county.

Service Objectives

- To enable people in need of support to maintain their independence and health and wellbeing in their chosen home for as long as possible.
- To prevent people moving into institutional care.
- To prevent hospital admissions and assist with safe transfer from hospital to home.
- To reduce the level of domiciliary care provision.
- To support carers to improve family life and reduce carer strain.
- To support positive outcomes for disabled adults, children and young people.

Key Features of the Telecare Service

It is proposed that the Council procures a provider to deliver a service within Rutland. The service will be mobile to enable it to visit people in their own homes across the county. The service provider will receive referrals from RCC initially – the need for telecare will be clearly outlined in the Support Plan in terms of identifying the needs that the equipment will address but not the specific items required. This is similar to the model used in Northamptonshire.

The provider will be expected to respond to these referrals from RCC by undertaking an assessment of the requirements of the individual and their carer jointly with the referrer if appropriate. Response times to referrals will be agreed through the contracting process but are likely to include emergency, urgent and routine categories. Once the requirements have been agreed the provider will suggest, provide and install equipment into the service users home. It will be the responsibility of the provider to undertake regular checks, maintenance and repairs of all equipment.

The equipment will remain the property of the provider at all times – thus encouraging them to maintain the equipment effectively and to collect and recycle promptly. The provider will be required to review the equipment usage and issue additional / replacement equipment as appropriate. Where the presenting needs are outside of the remit of the provider as agreed with the Council, the provider will refer back to RCC for further involvement.

The provider will be expected to provide training and support to those individuals who are the “responders” to any alarms raised by the equipment (eg. falls monitors) this will include care alarm service providers and carers both paid and unpaid.

Managing Performance

Performance measures will form part of the contractual arrangements with the successful provider who will be required to report this regularly to RCC who will manage the contract. The measures will be outcome focused and linked to the goals identified within the Joint Rutland Health and Wellbeing Strategy.

The contracts and procurement team will provide regular performance updates for the Integration Executive throughout the year. There will be the option at the end of one year to re-procure the service for another year or to consider a full tender approach in order to establish a longer term and potentially more secure service.

It is a key requirement that this service is linked into other work taking place and led by the Transformation Team such as the development of an unscheduled care hub with the Leicestershire Partnership Trust (LPT) and the development of a universal information and advice service linked to the work of the Community Agents.

Other developments

SMART HOUSE

It is further proposed that some of the funding is used to support the development of a “smart house”. This model has been used for some time by other authorities and their providers for demonstrating and showcasing telecare and telehealth equipment. The use of a vacant property (e.g. sheltered housing) could be secured by RCC through working with a housing provider. The property would be set up as a normal domestic home with furniture and fittings installed. In addition the providers of telecare and telehealth equipment would be invited to install their systems / items to demonstrate their ability to support people with independent living or to keep people safe at home.

Joint working relationships between LPT, RCC and the housing provider will be instrumental in the success of this project as all three organisations will want to signpost to the smart house. The smart house can be used to demonstrate equipment generally through “open house” sessions or as an assessment tool by occupational therapists from both LPT and RCC. Providers of telecare equipment will be encouraged to attend “open house” sessions to demonstrate their equipment and what its applications. Special sessions for other professionals, voluntary sector providers will be arranged at the house to ensure that information about the use of telecare and telehealth equipment is widely available and known.

SMALL ITEMS STORE

The final element of this proposal is that some of the available funding is used to purchase a store of items of low value / small equipment which would be managed by the Supporting Independence Team. Typically this equipment would include items such as whiteboards and memory jogging equipment. As the costs of establishing and running a returns and recycling service would be prohibitive, the equipment would be given to the individual and not expected to be returned. This equipment could be issued to people with presenting needs through either the long term teams or at the duty desk.

Charging – as the service is part of the prevention / reablement service offered by the Council it is suggested that the service is non chargeable. The provider would have the option to sell items of equipment to self-funding service users and carers following an assessment if they so wished.

Communication – it will be vital to ensure that the referring teams / workers are up to date with developments in telecare and telehealth and that they are supportive of the service so that the referrals are generated. To ensure that this happens the Transformation Team will develop a communications plan to support this work.

Financial implications:

£50,000 has been identified from the Better Care Fund to fund a Telecare service in 2015/16.

There is a further £32,000 available n allocated in the Fund for integrated telecare and health solutions. The proposal is to use this funding allocation to:

- develop an equipment store of low cost telecare solutions which could be issued to people requiring them by the Supporting Independence Team and Duty Team.
- fund the development of a “smart house” with a housing provider.

Recommendations:

That the Integration Executive notes the proposal to:

1. procure a Telecare service as outlined in this report
2. set up a telecare equipment store to be managed by the Supporting Independence Team
3. develop a “smart house” in partnership with a housing provider. It is recommended that the Integration Executive takes this proposal to the Health and Wellbeing Board for approval on 15th July.

Comments from Integration Executive:

Strategic Lead: Mark Naylor

Does the report need to go to informal cabinet? N

Key decision: N **Has portfolio holder been briefed?** N

Risk assessment:

Time	L	There is sufficient time to procure the service as, given the value of the contract it could be completed on the basis of 3 quotes.
Viability	L	There is demonstrable demand for the services – they have been available previously and were well used.
Finance	M	The scheme will need to demonstrate good VFM with measurable outcomes.
Profile	M	The health and social care agenda is in the public eye. The Council is seeking to re-provide many of its contracted services – there is likely to be public interest.
Equality & Diversity	L	The targeted use of Telecare and Telehealth will meet the needs of the most isolated and disadvantaged people.

Outline Timeline:		
Task	Target Date	Responsibility
Telecare Service		
Complete the full specification document for the services	September 2014	Transformation Team / Contracts and Procurement
Commence Procurement	September 2014	Contracts and Procurement
Appoint Provider	January 2015	Contracts and Procurement
Service operational	April 2015	Contracts and Procurement
Equipment Store		
Agree operating procedures	October 2014	Transformation Team and Contracts and Procurement
Source Equipment	January 2015	Transformation Team
Commence service	April 2015	Supporting Independence Team
Smart House		
Commence discussions with Spire Homes and agree terms	October 2014	Transformation Team
Agree operating procedures	December 2014	Transformation Team / Supporting Independence Team and Contracts and Procurement
Discuss with providers and agree terms	November 2014	Transformation Team
Prepare the property	April 2015	Supporting Independence Team / Housing Provider
Commence service	May 2015	
Bring update report to Integration Executive – January 2015		